

Case Study

Marion County Streamlines Tax Collections with Intuitive, Digital Payment Solution

THE CHALLENGE

The Marion County Treasurer's Office faced significant obstacles with tax bill collections, including a high volume of walk-in customers and payment by check, leading to long wait times and inefficient processes. They wanted an intuitive solution that would increase digital self-service, streamline collections, and seamlessly integrate with their core Customer Information System (CIS).

THE SOLUTION

After reviewing their options, Marion County chose InvoiceCloud for its intuitive payment options, ease of use, and track record of increasing digital adoption. Plus, InvoiceCloud integrated smoothly with their CIS, backed by expert support and dedicated marketing resources to ensure continued success. Now, Marion County provides a top-notch digital solution that delivers:

- A modern, user-friendly payment experience
- Fewer mailed checks and walk-in payments
- Smoother operations with more efficient collections
- Dedicated, expert support to ensure ongoing success

“Government employees are constantly focused on saving money for the taxpayers. Anything that we can do more efficiently benefits all of us. We use InvoiceCloud to help us save money, and that savings gets passed on to the taxpayer. And that's important for all of us.”



Mickey Rogers
Marion County Treasurer's Office
Deputy Treasurer of Operations

ABOUT THE MARION COUNTY TREASURER'S OFFICE

The Marion County Treasurer's Office serves all of Marion County, Indiana, including Indianapolis, the county seat and state capital. The Office bills, collects, invests, and distributes property taxes and provides financial analysis related to these functions.

THE RESULTS

Since implementing InvoiceCloud, Marion County achieved:

66%

Increase in paperless enrollment



40%

Increase in autopay enrollments



50%

Decrease in walk-in payments



More than

\$850M

in payment processing volume

